



ESTADO LIBRE ASOCIADO DE PUERTO RICO
JUNTA REGLAMENTADORA DE TELECOMUNICACIONES DE PUERTO RICO

Oficina de la Presidenta

July 5, 2011

Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 12th St., SW, Rm TW-B204
Washington, DC 20554

Re: Telecommunications Relay Service; Consumer Complaint Log
CG Docket 03-123

Dear Ms. Dortch:

The Telecommunications Regulatory Board of PR ("TRB"), pursuant to Section 64.604 (c) (1) of the Federal Communications Commission rules, hereby informs the Commission that there was only one (1) formal TRS complaint filed during the period of June 1, 2010 to May 31, 2011.

We have enclosed the following information for your review:

- An Annual Complaint Log spreadsheet, which includes details of all complaints received between June 1, 2010 and May 31, 2011. Report details include date of complaint, description of the complaint, its resolution and description of the resolution of each complaint. In this case, there was one (1) formally recorded complaint.

Inquiries concerning this matter may be referred to:

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Telecommunications Regulatory Board of Puerto Rico
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Respectfully submitted,


Sandra Torres Lopez, Esq.
President, Telecommunications Regulatory Board of Puerto Rico

Cc: Mark Stone, Deputy Bureau Chief
Consumer and Governmental Affairs Bureau, FCC



Complaint Tracking for PR (06/01/2010-5/31/2011), Total Customer Contacts: 1

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	06/14/10	A Puerto Rico TTY user was unable to reach the Relay Program Manager and asked them to call back regarding obtaining equipment. The customer stated that they tried to contact the Program Manager at least ten times. Customer Service apologized and explained that they would be sure to let the Program Manager know that the customer is waiting to hear from them. The Customer Service Representative verified the number with the customer. The customer prefers through their daughter on voice.	06/14/10	The Relay Program Manager received a letter from the customer in which the customer stated that they are not interested in having a TTY because they do not have a telephone line at home. The customer wanted another item that could be used for a mobile device. The Relay Program Manager wrote a letter to the customer explaining that Puerto Rico Relay does not and cannot purchase the item that the customer was requesting. It was also explained that any items outside of the Puerto Rico Equipment Distribution Program must be purchased and paid for by the customer. This resolution is now closed.